



FACILITY ATTENDANT

(Temporary)

FLSA Status: Non-exempt
Adopted: May 2004
Revised: September 2006

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

GENERAL DEFINITION

The Facility Attendant is responsible for providing excellent customer service to community members both in and on the telephone; the efficient preparation and tear down of equipment at Town facilities; performing a variety of unskilled tasks; and assisting and overseeing people using the facility.

DISTINGUISHING CHARACTERISTICS

This is an entry-level position. Incumbents work under general supervision of the Director of Recreation Services or designee and are not guaranteed a certain number of work hours, nor a routine schedule, and may be terminated with or without cause at any time.

TYPICAL DUTIES AND RESPONSIBILITIES

Duties may include, but are not limited to:

- Open facilities
- Secure facilities
- Set-up equipment needed for classes, meetings and private parties
- Clean up facility; provides janitorial services
- Collect fees
- Issue and collect equipment
- Maintain order and discipline
- Oversee building rentals
- Report injuries and accidents
- Enforce Town of Colma departmental policies
- Supervise volunteers and court referral workers
- Set-up and break down athletic equipment including volleyball and badminton nets and tetherballs
- Enroll individuals in recreation classes and enter data into tracking system
- Reserve recreation facilities for residents, taking monies and balancing receipts
- Prepare and distribute Town of Colma identification cards; verify residency
- Complete reports and refund forms
- Participate as part of the recreation team
- Maintain records of participation, supplies and equipment
- May provide semi-skilled maintenance services

- Perform routine clerical tasks
- Respond appropriately to emergencies including the application of basic first aid
- Perform other related duties as assigned.

QUALIFICATIONS

Knowledge of:

- CPR/First Aid certificates required or achievable within 60 days of hire.
- Equipment, methods, and procedures used in custodial activities and semi-skilled activities
- Modern office technology
- Customer Service Techniques

Ability to:

- Represent the Town in a positive manner
- Exercise excellent customer service skills including patience and professionalism at all times
- Learn and interpret specific rules and policies and apply them with good judgment
- Understand and work effectively with the public
- Communicate clearly with the public
- Oversee large groups
- Understand and follow oral and written directions
- Maintain harmonious working relationships with other employees, participants and the public
- Deal effectively with a wide variety of personalities in situations requiring diplomacy, friendliness, poise and tact
- Learn Recreation software
- Work a flexible schedule including evenings and weekends
- Work independently
- Solve most work problems independently, referring unusual situations and questions to supervisor especially those matters regarding policy decisions
- Perform janitorial and light maintenance duties

Education and Experience

Any combination of experience, training and education that would likely provide the required knowledge and abilities. Typical ways to obtain the knowledge and abilities would be possession of a high school diploma or GED equivalent, and experience performing custodial work.

Licenses and Certificates

CPR/First Aid certificates required or achievable within 60 days of hire. Possession of a valid California Driver License is required.

SPECIAL REQUIREMENTS

These functions may be performed with or without reasonable accommodation:

- Safely lift up to 50 pounds
- Speak, read and understand the English language sufficiently to successfully receive/provide information to/from the public, co-workers, supervisors, etc.
- Perform duties on a regular and consistent basis
- Operate basic office equipment (i.e., telephone, copier, calculator, etc.)
- Perform all duties listed on the job description except those determined to be incidental